

Daniel P. Vrakas
County Executive



FOR IMMEDIATE RELEASE

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WAUKESHA COUNTY CELEBRATES NATIONAL TELECOMMUNICATOR WEEK
Dispatcher Recognized for Assisting in the Delivery of a Baby

WAUKESHA – Waukesha County Communications 3rd shift dispatcher Martin Crull was recognized at the center on Monday, April 9 at 3 p.m. for graciously and professionally assisting in the delivery of a healthy baby girl. He was recognized for his outstanding efforts as part of a celebration for National Telecommunicator Week, which runs from April 8 -14.

Crull received the 9-1-1 call for assistance from the Tom and Jennifer Fritz residence in the village of Big Bend on December 12 at 12:50 a.m. He immediately dispatched the Big Bend Vernon Fire Department for emergency medical assistance and guided the parents through the delivery process.

County Executive Dan Vrakas said, “The quality and accuracy of the information obtained by our dispatchers is a vital part of our emergency response system. Under intense pressure, Dispatcher Crull called for the appropriate medical assistance and competently gave the necessary pre-arrival instructions needed to deliver a healthy baby. Our residents should be proud of his proficiency.”

Less than a minute after the call came into the center, baby Olive Azalea Fritz was born. She was 18 in. long and weighed 5 lbs. 11 oz. Both mom and baby were healthy and are doing well.

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“Waukesha County Celebrates National Telecommunicator Week,” *continued...*

“The delivery of the Fritz Baby is a great example of how our fire department is able to provide the best possible emergency service to our communities through the consolidated Waukesha County dispatch center,” state Big Bend Vernon Fire Chief Phil Buchholtz. “Dispatcher Crull did an excellent job in providing detailed pre-arrival instructions to the Fritz family, contributed greatly to the successful outcome of this event, and was extremely helpful to our emergency personnel upon their arrival at the scene only minutes after the call was received.”

Jennifer Fritz, Olive’s mother, said, “Our family is truly thankful that Waukesha County Communications was there in our time of need. We are deeply appreciative of Dispatcher Crull’s help in delivering our daughter, and we’d like to express our thanks to the fire department for its quick response time and professionalism. It’s hard to think clearly at a time like that.”

WCC is a consolidated dispatch center that operates in partnership with 29 communities and fire districts. In the second full year of operation, the center received and sent 361,952 phone calls, which is a 15% increase from the previous year. It was the first county in the state to implement the new wireless 9-1-1 technology and receives 80% of its 9-1-1 calls from cell phones.

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